

Attachment 7 - Statement of Work (also Appendix A of Standard Agreement)

1. Objectives

Under the direction of the Court Executive Officer or a designated representative, the Consultant shall complete the following high-level tasks for the CMS Implementation within the estimated completion date(s). Project is expected to be implemented in eighteen (18) months.

A. Project Management

- Provide project management for case management systems implementation
 - Maintain all project documentation
 - Track resources/budget
 - Conduct regularly scheduled status calls with project team
 - Meet onsite monthly with court resources and/or vendor (or as agreed to by CEO)
 - Provide monthly status to program manager and Court leadership
- Manage vendor and agency relationships for trial court implementation
 - CMS vendor (according to deliverables outlined in SOW)
 - DMV for DMV interface
 - Other Justice Partners or organizations as identified
- Coordinate/Facilitate implementation with court resources/project sponsors
 - Court Executive Officer / Presiding Judge
 - IT Manager
 - Court Operations Manager
 - Court Finance Officer
 - Key Court Staff assigned to project
- Report status on schedule/budgeted resources monthly
- Project Implementation Schedule (including tasks, milestones, deliverables, resources & costs). Consultant will provide input into the project schedule and will coordinate the implementation to meet the eighteen (18) month targeted go-live.

B. Technical Assistance

- Work with Project Manager to provide items required in this Statement of Work
- Provide technical assistance based upon Contractors area of expertise
- Assist in workflow design, creating efficiency
- Expertise in interfaces, working with business partners
- Other technical assistance that results in a smooth transition from one case management system to another

2. Deliverables

- Create and maintain project plan for the entire project. Identify and communicate risks (verbally and in writing) to project team.

- Provide monthly project status reports using Microsoft Office products v2007 or newer.
- Assist Court with Business Process Review & Re-engineering as needed.
- Each BM deliverable shall include:
 - Conduct regular status meetings with team.
 - Provide regular status reports to Court management.
 - Provide monthly issue resolution and tracking report to Court.
 - Provide daily and immediate corrective action for project deviations as necessary.
 - Update project plan, and training/vacation schedules and share with team.
 - Establish and maintain effective partner relationships within the CMS vendor, justice agencies, outside organizations, and the Court as directed. Identify task relationships, dependencies and critical paths.
 - On a monthly basis, facilitate the exchange of information for court leadership embracing at least one of the common work initiatives:
 - Standardizing exchanges based on best practices
 - Improving information quality
 - Increasing efficiency and effectiveness
 - Driving down cost and speed up implementation
 - Supporting court transitions
 - Leveraging state partner relationships

3. Exclusions

- Any services that would exceed the total cost under this Statement of Work will require a separate Statement of Work.
- Contractor to provide services for an average of 60 hours per month (averaging 15 hours per week), although the maximum number of hours during a given week or month may be exceeded upon agreement between Contractor and the Court.

4. Acceptance Criteria

The Court's final acceptance sign-offs of any services requested will represent acceptance of work performed under this Statement of Work.